



**Office of the Attorney General  
Paul G. Summers**

**Department of Commerce and Insurance  
Commissioner Anne Pope**

**NEWS RELEASE**

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**MORE NOTICES MAILED TO CONSUMERS REGARDING  
BRIDGESTONE/FIRESTONE SETTLEMENTS**

Consumers are reminded to watch the mail for more notices mailed out regarding the Bridgestone/Firestone, Inc. restitution program. This is the second round of letters and requires consumers to take timely action in returning claims in the \$51.5 million settlement with Bridgestone/Firestone, Inc. announced in November, 2001.

“Tennesseans need to make sure they get their claims mailed back in time so we urge you to closely monitor the mail for this important information,” Tennessee Attorney General Paul G. Summers said. “We want to make sure everyone gets any reimbursement to which they may be entitled.”

The second round of letters was mailed to approximately 100,000 consumers nationwide who were partially denied reimbursement. They were mailed out on Feb. 1 and must be returned no later than April 5.

The first round of letters mailed out Jan. 7 to about 30,000 are due back by March 11. These

concerned consumers who had their entire claims rejected.

Both sets of notices were sent in conjunction with the Bridgestone/Firestone's Voluntary Safety Tire Recall Reimbursement Program or Customer Satisfaction Program. Those consumers will receive a letter from the Attorneys General along with a reconsideration form. If consumers want a refund to be reconsidered, they must return the form on time. To be eligible, the form should be addressed to State Attorneys General Multistate Working Group - Attn: Bridgestone/Firestone Settlement, Post Office Box 5155, Des Plaines, IL 60019-9971. Consumers will also receive a list of contact information for any questions they may have about the settlement.

Consumers who return the reconsideration form will have their denial reviewed by Bridgestone/Firestone under a credible evidence standard. Bridgestone/Firestone will either: (1) pay the request for a refund or (2) contact the consumer and let the consumer know the reason for the denial and that the consumer has right to send the denial to an independent arbitrator for review. The arbitration process is provided at no cost to consumers. A request for arbitration review must be requested within 45 days by returning the request for arbitration form.

Bridgestone/Firestone has estimated the restitution program will cost the company \$10 million. The settlement, however, requires Bridgestone/Firestone to complete the restitution program regardless of cost.